GDIT

Weekly Report	Weekly		Month											Overall Total
	06/12/2021	06/05/2021	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	
Index														
# Indexes assigned (all metrics based on the workload assigned for the week)	610	479	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,155	4,940	5,393	4,127	103,838
# Indexes Complete	383	319	1,850	1,630	2,082	7,388	19,431	18,308	12,448	6,721	4,117	4,211	3,312	82,084
% Indexes Complete	62.8%	67.0%	69.7%	72.3%	67.6%	73.9%	78.2%	82.3%	83.0%	82.5%	83.4%	78.3%	80.5%	79.3%
# Indexes unreachable (Max Attempts)	227	160	827	640	1,016	2,693	5,475	3,949	2,565	1,434	823	1,182	815	21,754
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	37.2%	33.6%	31.1%	28.4%	33.0%	26.9%	22.0%	17.8%	17.1%	17.6%	16.7%	22.0%	19.8%	21.0%
# Indexes Attempted calls (all completions + at least 1 attempt)	610	476	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,146	4,935	5,380	4,113	103,565
Average time from Index Received to Index Reached	0.05:54:17	0.05:48:24	0.08:41:29	0.09:51:35	0.12:09:56	0.11:02:38	0.12:24:33	0.15:26:27	0.18:09:09	1.01:18:36	1.14:38:38	3.00:08:49	3.07:27:57	0.22:58:10
Average Index Handle Time	0.00:17:01	0.00:16:00	0.00:15:41	0.00:16:54	0.00:15:26	0.00:13:57	0.00:13:49	0.00:13:31	0.00:13:02	0.00:13:59	0.00:13:04	0.00:12:45	0.00:14:01	0.00:13:43
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	55.1%	61.0%	58.2%	57.4%	55.8%	63.2%	66.6%	71.8%	72.6%	72.2%	68.9%	58.1%	52.5%	66.9%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.8%
Contacts														
# contacts generated	743	686	3,668	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	201,804
# contacts generated per Index Complete	1.9	2.2	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.5
# contacts complete	583	558	3,067	3,066	3,493	12,742	36,682	43,040	32,578	18,425	12,757	8,724	6,388	181,861
% contacts complete	78.5%	81.3%	83.6%	86.4%	93.4%	95.4%	93.8%	89.0%	88.4%	87.4%	88.0%	91.1%	92.3%	90.1%
# contacts unreachable (Max Attempts + missing phone numbers)	160	128	601	482	246	618	2,428	5,298	4,264	2,649	1,738	848	535	19,943
% contacts unreachable (Max Attempts + missing phone numbers)	21.5%	18.7%	16.4%	13.6%	6.6%	4.6%	6.2%	11.0%	11.6%	12.6%	12.0%	8.9%	7.7%	9.9%
# contact attempted (all completions + at least 1 attempt)	743	686	3,668	3,548	3,739	13,360	39,110	48,338	36,842	21,074	14,495	9,572	6,923	201,804
Average Time from Contact Generated to Contact Reached	0.08:05:34	0.18:00:50	0.19:18:54	0.20:11:29	1.08:55:24	1.06:33:38	1.06:41:41	1.14:39:43	2.11:28:37	3.17:22:15	4.19:39:40	4.14:56:44	5.14:41:38	2.09:53:52
Average Contact Handle Time	0.00:17:08	0.00:15:26	0.00:15:00	0.00:14:15	0.00:12:36	0.00:12:43	0.00:12:32	0.00:12:10	0.00:11:17	0.00:11:25	0.00:10:45	0.00:10:19	0.00:13:47	0.00:12:01
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	69.0%	67.8%	69.5%	70.7%	72.7%	76.8%	76.7%	73.3%	69.8%	67.0%	64.2%	60.6%	63.0%	71.0%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.0%	99.8%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%
Average Time from receipt of initial case name to full completion of all related contacts	0.13:50:56	1.01:08:58	1.02:35:14	1.04:07:58	1.15:35:46	1.13:14:12	1.15:57:33	2.04:47:14	3.06:59:36	4.07:49:03	6.04:50:38	5.10:08:22	6.17:02:23	3.01:14:32